Table of Contents

• To navigate to specific learning paths, select from the links on the right.
• From any slide, select the icon to return to the table of contents.
Document Guide

The following icons and abbreviations indicate key details about each course.

From any page in this document, select the icon to return to the table of contents.

Icon Legend

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>No charge, On Demand Course</td>
</tr>
<tr>
<td>+</td>
<td>500 LC, On Demand Course*</td>
</tr>
<tr>
<td>2D</td>
<td>1,900 LC, 2-day ILT Course*</td>
</tr>
<tr>
<td>3D</td>
<td>2,700, 3-day ILT Course*</td>
</tr>
<tr>
<td>Mic</td>
<td>Mainline Certification</td>
</tr>
<tr>
<td>Mic</td>
<td>Micro Certification</td>
</tr>
<tr>
<td>Accr</td>
<td>Accreditation</td>
</tr>
<tr>
<td>Delta</td>
<td>Delta Exams</td>
</tr>
<tr>
<td>ILT</td>
<td>Instructor-led Training</td>
</tr>
<tr>
<td>CIS</td>
<td>Certified Implementation Specialist</td>
</tr>
<tr>
<td>CSA</td>
<td>Certified System Administrator</td>
</tr>
<tr>
<td>CAD</td>
<td>Certified Application Developer</td>
</tr>
<tr>
<td>CAS</td>
<td>Certified Application Specialist</td>
</tr>
<tr>
<td>LC</td>
<td>Learning Credit</td>
</tr>
</tbody>
</table>

Abbreviations

* Pricing effective April 1, 2024 at 2pm PDT
System Administrator
Learning Path
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming a system administrator.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional recommendations:
- Configuration Management Database (CMDB) Fundamentals, +, 3D
- Common Service Data Model (CSDM) Fundamentals, o
- Now Support Administrator, o
- Performance Analytics Essentials, o
- Scripting in ServiceNow Fundamentals, +, 3D
- Application Development Fundamentals, +, 3D
- Introduction to ServiceNow HealthScan and Instance Scan, o

Fundamentals and implementation courses as products are activated in your organization's instance. o, +, 2D, 3D
Developer

Learning Paths
Welcome to ServiceNow

Are you using App Engine products to develop applications?

Yes

No

Developer

Application Developer

Citizen Developer

Certified Application Developer (CAD)

ServiceNow Citizen Developer Core Skills

ServiceNow Application Developer Skills

Certified Application Developer (CAD)

Application Developer Core Skills

Scripting in ServiceNow Fundamentals +, 3D

Application Development Fundamentals +, 3D

ServiceNow Citizen Developer Micro-Certification Suite

ServiceNow Application Developer Micro-Certification Suite

Certified Application Developer Micro-Certification Suite

Legend: ◆ No charge On Demand; + 500 LC On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming a developer.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional recommendations for Application Developer paths
- Automation Center Overview
- Automated Test Framework (ATF) Essentials
- Flow Designer Fundamentals
- Integration Hub Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- Common Service Data Model (CSDM) Fundamentals
- Mobile Development Essentials
- Performance Analytics Essentials
- Robotic Process Automation (RPA) Essentials
- Service Portal Fundamentals +, 2D
- Service Portal Advanced
- Source Control Fundamentals
- UI Builder Fundamentals

Servicenow

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Platform Owner, Process Owner

Learning Paths
Platform Owner
Learning Path

Welcome to ServiceNow
• Certified System Administrator (CSA)
• Ongoing Delta testing

ServiceNow Administration Fundamentals
• +, 3D CSA voucher

Get Started with Now Create

Adopting a Platform Owner Mindset
2D

Performance Analytics Essentials

Product Line-specific Fundamentals course(s)
• IT Service Management (ITSM)
• Customer Service Management (CSM)
• Etc.

Additional recommendations
Get Started with Reports
Responsive Dashboards Overview

Legend: • No charge On Demand; + 500 LC On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys section in Now Learning to learn more. Access the Platform Owner path directly from Now Learning here.
Process Owner
Learning Path

Welcome to ServiceNow

Get Started with Now Create

Product Line-specific Fundamentals course(s)
- IT Service Management (ITSM)
- Customer Service Management (CSM)
- Etc.

Performance Analytics Essentials

Additional recommendations
- Get Started with Reports
- Responsive Dashboards Overview
- Adopting a Platform Owner Mindset

Legend:  o No charge On Demand;  + 500 LC On Demand;  2D 1,900 LC 2-day ILT;  3D 2,700 LC 3-day ILT

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys section in Now Learning to learn more.
Access the Process Owner path directly from Now Learning here.
Implementer

Learning Paths
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Access the APM path directly in Now Learning here.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Legend: ο No charge On Demand; + 500 LC On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT
Customer Service Management
Implementer Learning Path

Welcome to ServiceNow
Get Started with Now Create

Select Product Line
- APM
- CSM
- ServiceNow Administration Fundamentals +, 3D
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

ServiceNow Platform Implementation +, 3D

CSM Implementation +, 2D
CIS-CSM Voucher

Certified Implementation Specialist in CSM (CIS-CSM)

Ongoing Delta testing

CIS-CSM Professional required to achieve CSM Professional Suite certification

Additional recommendations
- Configuration Management Database (CMDB) Fundamentals +, 3D
- Common Service Data Model (CSDM) Fundamentals
- Communities Overview, Fundamentals, and Implementation

Legend: Ο No charge On Demand; + 500 LC On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Access the CSM path directly in Now Learning here.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional requirements to achieve HRSD Professional Suite Certification

- CIS-HR
- Predictive Intelligence Implementation
- Performance Analytics Advanced +, 2D
- Virtual Agent Implementation

Ongoing Delta testing

Additional recommendations for all paths

- Performance Analytics Fundamentals +, 3D
- Performance Analytics Advanced +, 3D
- Service Portal Fundamentals +, 2D
- ServiceNow Localization Fundamentals
- Configuration Management Database (CMDB) Fundamentals +, 3D
- Common Service Data Model (CSDM) Fundamentals
- Continual Improvement Management Essentials
- Workforce Optimization Essentials
- Process Mining Essentials
- Get Started with Universal Request

Legend:
- No charge On Demand; + 500 LC On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT

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Field Service Management
Implementer Learning Path

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific
- Field Service Management (FSM) Dynamic Scheduling Essentials

Field Service Management (FSM) Implementation +, 2D CIS-FSM voucher
Certified Implementation Specialist in FSM (CIS-FSM)
Ongoing Delta testing

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist. Access the FSM path directly in Now Learning here.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional recommendations
FSM Extras
Additional Recommended Courses for FSM Implementers

Legend: Ø No charge On Demand; + 500 LC On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT
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Risk and Compliance
Implementer Learning Path

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Welcome to ServiceNow
- ServiceNow Administration Fundamentals
  - + 3D CSA voucher
- Get Started with Now Create
- ServiceNow Platform Implementation
  - + 3D
- GRC: IRM Fundamentals
- GRC: Classic Risk Assessment Fundamentals
- GRC: Audit Management Essentials
- GRC: IRM Implementation
  - + 3D
- GRC: Classic Risk Assessment Fundamentals
- GRC: Audit Management Essentials
- GRC: IRM Simulator
- Certified Implementation Specialist in Risk & Compliance (CIS-RC)
- Ongoing Delta testing

Legend:
- 〇 No charge On Demand
- + 500 LC On Demand
- 2D 1,900 LC 2-day ILT
- 3D 2,700 LC 3-day ILT

Additional recommendations:
- Automated Test Framework (ATF) Essentials
- Common Service Data Model (CSDM) Fundamentals
- Knowledge Management Fundamentals
- Performance Analytics Essentials

It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Access the GRC path directly in Now Learning here.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
Third-Party Risk Management
Implementer Learning Path

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Access the TPRM path directly in Now Learning here.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Select Product Line

APM
CSM
Employee Workflows
FSM
GRC
ITAM
ITSM
Now Intelligence
SecOps
Service Provider
SPM
Industry-Specific
GRC: Third-Party Risk Management (TPRM) Implementation +, 2D CIS-VRM Voucher
GRC: Third-Party Risk Management (TPRM) Fundamentals
GRC: Third-party Risk Management (TPRM) Simulator
Certified Implementation Specialist in TPRM (CIS-VRM)
Additional recommendations
Automated Test Framework (ATF) Essentials
Common Service Data Model (CSDM) Fundamentals
Knowledge Management Fundamentals
Performance Analytics Essentials
Ongoing Delta testing

Legend: O No charge On Demand; + 500 LC On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT
It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Access the BCM path directly in Now Learning here.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional recommendations
- Configuration Management Database (CMDB) Fundamentals +, 3D
- Common Service Data Model (CSDM) Fundamentals
- Industry Certifications
  - ABCP
  - CBCP
  - MBCP (DRII)
  - CBCI/MBCI (BCI)

Legend:  O No charge On Demand;  + 500 LC On Demand;  2D 1,900 LC 2-day ILT;  3D 2,700 LC 3-day ILT

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Environmental, Social, and Governance Management
Implementer Learning Path

Welcome to ServiceNow

Select Product Line

- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Select Product Line

- ServiceNow Administration Fundamentals
  +, 3D
- CSA voucher

GRC: IRM Fundamentals
GRC: IRM Implementation
+ 3D
CIS-RC Voucher
GRC: Environmental, Social, and Governance (ESG) Implementation
GRC: Environmental, Social, Governance Management (ESG) Extras
GRC: Environmental, Social, Governance (ESG) Bootcamp
GRC: Environmental, Social, Governance (ESG) Exam

Additional recommendations
UI Builder Fundamentals

Legend:  O No charge On Demand;  + 500 LC On Demand;  2D 1,900 LC 2-day ILT;  3D 2,700 LC 3-day ILT

It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Access the ESG path directly in Now Learning here.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

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Welcome to ServiceNow

Get Started with Now Create

ServiceNow Administration Fundamentals+

Select Product Line

Implementer Learning Paths

Hardware Asset Management (HAM) Fundamentals+

Certified Implementation Specialist in HAM (CIS-HAM)

Ongoing Delta testing

Hardware Asset Management (HAM) Fundamentals Simulator

Software Asset Management (SAM) Professional Fundamentals+

Certified Implementation Specialist in SAM (CIS-SAM)

Ongoing Delta testing

ServiceNow Platform Implementation+

Software Asset Management (SAM) Implementation Simulator

CIS-HAM Voucher

CIS-SAM Voucher

Additional Recommended:
- SAM: Integration with SCCM for Reclamation and Distribution
- Discovery Basics for SAM
- Entitlement Import Basics for SAM
- Software Asset Management Reconciliation Troubleshooting
- Software Normalization for Software Asset Management
- Microsoft Office 365 Optimization for Software Asset Management (SAM)
- Mobile Hardware Asset Management Fundamentals
- Hardware Asset Workspace Overview
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals+
- Agent Client Collector Essentials
- Subscription Management Overview
- Cloud Cost Management

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Legend: ○ No charge On Demand; + 500 LC On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT

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It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Access the ITSM path directly in Now Learning here.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional recommendation for ITSM Standard
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals + 3D
- Major Incident Management Fundamentals +
- Major Incident Management Implementation +
- Get Started with Service Operations Workspace
- Employee Center Essentials
- Knowledge Management Fundamentals
- Knowledge Management Implementation +
- UI Builder Fundamentals +

Additional recommendation for ITSM Enterprise
- Process Mining Essentials
- Workforce Optimization Essentials
- Workforce Optimization Essentials
- Continual Improvement Management Essentials
- DevOps Config Implementer Path
- DevOps Change Velocity Implementer Path

ITSM Professional required to achieve ITSM Professional Suite certification
- Predictive Intelligence Fundamentals
- Performance Analytics Fundamentals + 2D
- Virtual Agent: Fundamentals
- Virtual Agent Implementation +
- Natural Language Understanding +

Certified Implementation Specialist in ITSM (CIS-ITSM)

Ongoing Delta testing

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

ITSM Implementation
- + 3D
- CIS-ITSM Voucher

ITSM Implementation
- + 2D
It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
Security Operations
Implementer Learning Paths

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Implementer
- ServiceNow Administration Fundamentals +, 3D
- ServiceNow Platform Implementation +, 3D

Welcome to ServiceNow  O
Get Started with Now Create  O

Security Operations Fundamentals +, 2D

Security Incident Response (SIR) Implementation +, 2D
- CIS-SIR Voucher

CIS-SIR
Ongoing Delta testing

CIS-VR
Ongoing Delta testing

Vulnerability Response (VR) Implementation +, 2D
- CIS-VR Voucher

Additional Recommended
- Automated Test Framework (ATF) Essentials  O
- Flow Designer Fundamentals  O
- Common Service Data Model (CSDM) Fundamentals  O
- Configuration Management Database (CMDB) Fundamentals +, 3D
- UI Builder Fundamentals +
- Scripting in ServiceNow Fundamentals +, 3D
- ServiceNow Administration Advanced +, 2D
- Configuration Compliance Essentials  O
- Vulnerability Response Learning Bytes  O
- Introduction to Playbooks and Process Automation Designer  O
- Playbooks and Process Automation Designer Fundamentals  O

Legend:
- O No charge On Demand;
- + 500 LC On Demand;
- 2D 1,900 LC 2-day ILT;
- 3D 2,700 LC 3-day ILT

It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
Service Provider
Implementer Learning Path

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Access the Service Provider path directly in Now Learning here.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
Strategic Portfolio Management
Implementer Learning Path

Select Product Line
- APM
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Welcome to ServiceNow
Get Started with Now Create
ServiceNow Administration Fundamentals +, 3D
CSA Voucher
ServiceNow Platform Implementation +, 3D
Performance Analytics (PA) Simulator – Micro Certification
SPM Implementation +, 2D
CIS-PPM Voucher
Performance Analytics Essentials
SPM Fundamentals +
CIS-SPM
Ongoing Delta testing

Additional recommendations for SPM Standard
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals +, 3D
- ITSM Implementation +, 3D
- UI Builder Fundamentals
- Row Designer: Introduction
- Now Create
- ServiceNow Administration Fundamentals +, 3D
- CSA Voucher
- ServiceNow Platform Implementation +, 3D
- Performance Analytics (PA) Simulator – Micro Certification
- SPM Implementation +, 2D
- CIS-PPM Voucher
- Performance Analytics Essentials
- SPM Fundamentals +
- CIS-SPM
- Ongoing Delta testing

Additional recommendations for SPM Professional
- CIS-SPM
- Predictive Intelligence Fundamentals
- Virtual Agent Fundamentals
- Virtual Agent Implementation
- Natural Language Understanding Fundamentals
- Agile Development
- Agile Implementation
- Agile Implementation & Test Management 2.0
- SAFe Fundamentals
- SAFe Implementation
- Get Started with Hybrid Project Management
- Investment Funding Fundamentals
- Process Mining Essentials

Legend: ○ No charge On Demand; + 500 LC On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT

It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Access the SPM path directly in Now Learning here.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
Accounts Payable Operations
Implementer Learning Path

Welcome to ServiceNow
Get Started with Now Create

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- IISM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Flow Designer Fundamentals
Introduction to Playbooks and Process Automation Designer
Integration Hub Fundamentals
Source-to-Pay Operations (Sourcing & Procurement Operations and Supplier Lifecycle Operations) Implementation Bootcamp
Source-to-Pay Operations (Accounts Payable Operations) Implementation Bootcamp

Legend: O No charge On Demand; + 500 LC On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT

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Access the APO path directly in Now Learning here.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Access the FSO path directly in Now Learning here.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
Operational Technology (Industrial Sector)
Implementer Learning Path

Welcome to ServiceNow

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

ServiceNow Administration Fundamentals +, 3D CSA Voucher

Operational Technology Fundamentals
Integration Hub: Use Store Spokes
Integration Hub: Create New Spokes
Operational Technology (OT) Essentials
OT Incident Management Essentials
OT Change Management Essentials

Legend: O No charge On Demand; + 500 LC On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT

It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
Telecommunications, Media, and Technology
Implementer Learning Path

It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITAM
- ITOM
- ITSM
- Now Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

Customer Service Management (CSM) Fundamentals +, 3D
Introduction to Playbooks and Process Automation Designer
Telecommunications Network Inventory (TNI) Essentials

Additional recommendation
- Application Development Fundamentals +, 3D
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals +, 3D
- Mobile Development Essentials
- Performance Analytics Essentials
- Service Portal Fundamentals +, 2D
- Service Portal Advanced +
- Subscription Management Overview
- Scripting in ServiceNow Fundamentals
- System Administration Advanced +, 2D
- Automated Test Framework (ATF) Essentials

Legend: Ω No charge On Demand; + 500 LC On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT

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It's time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
Telecommunications Service Management
Implementer Learning Path

It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Welcome to ServiceNow
Get Started with Now Create

Select Product Line
- APM
- CSM
- Employee Workflows
- FSM
- GRC
- ITOM
- ITM
- New Intelligence
- SecOps
- Service Provider
- SPM
- Industry-Specific

ServiceNow Administration Fundamentals +, 3D CSA Voucher
ServiceNow Platform Implementation +, 3D

IT Service Management (ITSM) Fundamentals +, 2D
IT Service Management (ITSM) Implementation +, 3D
Knowledge Management (KM) Implementation +
Field Service Management (FSM) Implementation +, 2D

Customer Service Management (CSM) Fundamentals +, 3D
Customer Service Management (CSM) Implementation +, 2D

Field Service Management (FSM) Fundamentals
Field Service Experience
Telecommunications, Media, and Technology Essentials

Proactive Service Experience

Addition recommendation
Telecommunications Network Inventory (TNI) Essentials
Scripting in ServiceNow Fundamentals +, 3D
System Administration Advanced +, 2D
Automated Test Framework (ATF) Essentials

Legend: Ω No charge On Demand; + 500 LC On Demand; 2D 1,900 LC 2-day ILT; 3D 2,700 LC 3-day ILT

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It’s time to RiseUp with ServiceNow, and career journeys can help you get there. Explore our Career Journeys for a holistic approach to becoming an implementation specialist.

Mainline certification questions are sourced from all courses between the product line selection and the exam.
## Additional Resources

### Training Bundles Datasheet

Help your team accelerate value with training bundles curated to deliver specific recommendations.

Training bundles designed to accelerate time to value

Our training bundles provide specific recommendations and courses to build a team of experts to position you for success. Below is a snapshot of the different training bundles:

- **Blended**: Learning Bundle options: a combination of self-paced (digital learning) and in-person (classroom) courses, for delivery flexibility and budget reach. Enable your learners to choose which works best for themselves.

- **Digital**: Learning Bundle options: 100% self-paced, online learning courses in a 360 Learning portal. This is the most cost-effective option to training a larger team, delivering your budget reach further.

- **In Person**: Learning Bundle options: 100% live instructor training, either in the classroom or via our virtual instructor-led, public training offerings.

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"It’s critical for everyone to have the right knowledge, whether they’re a developer, administrator, business analyst, or team leader."

Trisha Johnson, Associate Director, Service Strategy, Solutions and Development at Becton Dickinson

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<table>
<thead>
<tr>
<th>Year 1 (ServiceNow guidance for Core team skills and roles in 1x year)</th>
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<tr>
<td><img src="image" alt="Training Bundle Table" /></td>
</tr>
</tbody>
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### RiseUp Career Journeys

Fast track your learning with collections of courses, credentials, and activities organized by job level.

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